

MPS STORM EMERGENCY PROGRAM

Keeping Power Restoration First

During and after storm events, supporting power restoration is the highest priority at MacLean Power Systems. MPS provides dedicated customer service, inventory management, manufacturing capacity, and expedited logistics to support emergency restoration needs across affected regions.

MPS manages storm response through clearly defined Storm Alert Levels, ensuring rapid, coordinated action while maintaining fairness and systemwide reliability.

Storm Alert Levels

Green — Normal Operations

Minor or isolated storms may occur. Storm orders ship from available inventory or receive priority production as needed.

Yellow — Storm Threat / Limited Outages

A major storm is threatening or isolated outages are reported. Normal production and shipping continue while MPS prepares for increased storm demand. Some shipments outside the affected area may be impacted.

Red — Active or Widespread Outages

A major storm is in progress or has occurred. Storm restoration material is prioritized across affected regions. Normal orders ship only when they do not interfere with restoration efforts. Shipments outside the storm area may be impacted.

Storm Alert Level changes are communicated and posted on macleanpower.com when elevated above Green.

Storm Order Qualification

Storm Orders include materials required for active restoration, emergency replacement due to storm-related failures, and orders clearly identified as Storm / Emergency at submission.

Planned maintenance, routine stock replenishment, or orders not identified as storm-related do not automatically qualify.

Inventory, Availability & Manufacturing

MPS maintains inventory of critical restoration products, including connectors, hardware, and insulators. Inventory is generally allocated on a first-come basis; however, during storm events MPS may allocate material to ensure restoration efforts are supported across affected regions.

During major storm events, MPS operates 24/7 manufacturing, dedicating all available production capacity to storm restoration needs. Extended hours and accelerated schedules are implemented as required. Availability depends on raw material supply and manufacturing constraints.



Storm Emergency Program - Quick Reference

Use this program when:

- Storm-related outages require immediate restoration
- Emergency replacement material is needed
- Normal supply channels cannot support restoration timelines

How to order:

- EDI (preferred) or Email
- Always notify your Regional Support Team (RST) that a storm order is incoming

What ships first:

- Storm orders are prioritized over normal orders

Freight:

- Storm orders ship via premium freight, charges are customer-paid (Collect or Prepaid and Added) unless otherwise agreed prior to shipment.

Support:

- RST-led coordination with 24/7 emergency coverage during storm events

Freight Policy

Normal Orders:
Standard freight, prepaid and allowed.

Storm Orders (any alert level):
Premium freight service; Freight Collect or Freight Prepaid and Added.

Air Freight:
Available by request with written authorization. All air freight costs are added to the invoice.

Premium freight includes daily dedicated shipments (1–2 day transit depending on location). Customers must provide receiving contact name, phone number, and hours. Freight estimates will be provided when available.

Pricing

Storm orders are priced at applicable contract or valid quoted pricing. If no contract or valid quote exists, list price less standard discount applies. MPS does not apply storm surcharges.

Ordering & Availability

Storm orders may be submitted via EDI (preferred) or Email to your Regional Support Team (RST) inbox. They cannot be canceled or returned.

Important: Always contact your Regional Support Team (RST) directly to alert them that a storm order is incoming. Early notification enables priority handling, inventory coordination, and expedited logistics.

Material availability is published on macleanpower.com; however, during major storm events the website may not reflect real-time inventory or upcoming production. Contact your RST for the most accurate information.

24/7 Support & Contacts

During normal business hours, contact your Regional Support Team (RST). After hours, call (855) MPS-SHIP and select “Storm Emergency” to reach the on-duty support representative.

Managers:

Angela McClure - CS Manager
Brian Shreve - Inside Sales Manager

Work

(803) 628-4326
(803) 628-4323

Cell

(803) 526-0863
(803) 818-7192

Sales Contacts:

Chris Bollinger
Todd Jones
Josh Carter
Clay Harris
Cameron Densmore
Chad Vandervort
Phil Horel - Strategic Account Director
Rich Brooks
Michael Drolet
Craig Banadyga

Location

US Domestic
US Northwest
US Southwest
US North Central
US South Central
US Southeast
US Southeast
US Northeast
CAN East
CAN West

Cell

(816) 806-8537
(385) 355-5310
(770) 712-7912
(262) 909-0393
(434) 944-1766
(205) 260-2335
(601) 397-4925
(603) 327-1335
(438) 467-1553
(450) 716-2266